



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

December 14, 2009

Gilbert Gluck, Owner  
Cyvex Nutrition, Inc.  
1851 Kaiser Avenue  
Irvine, CA 92630

Dear Mr. Gluck:

**RE: FINAL MONITORING VISIT REPORT FOR CYVEX NUTRITION RETRAINING SB ET08-0151**

<b>Date of the Visit:</b>	7/09/09
<b>Beginning/Ending Time:</b>	11:00am – 1:00pm
<b>Date of Last Visit:</b>	10/30/08
<b>Visit Location:</b>	Irvine, CA
<b>Persons in attendance:</b>	Tatiana Anguelova, Technical Director Cyvex Nutrition, Inc. (Cyvex); and Suzanne Godin, ETP Contract Specialist
<b>Action Required:</b>	No

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	8/06/07 – 8/05/09	<b>Agreement Amount:</b>	\$32,032
<b>Training Start Date:</b>	5/20/07	<b>No. to Retain:</b>	11
<b>Date Training must be Completed:</b>	5/05/09	<b>Range of Hours:</b>	24-200
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	112

SACRAMENTO CENTRAL OFFICE  
1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE  
4640 Lankershim Blvd., Suite 311  
NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

[www.etp.ca.gov](http://www.etp.ca.gov)  
ETP (04/15/05)

## **FINAL REPORT SUMMARY:**

### ***AGREEMENT HISTORY***

Cyvex Nutrition, Inc. (Cyvex) is a small research, development, and distribution facility of nutritional supplements. Cyvex's second agreement was approved as a Small Business Project at the July 2007 Panel Meeting. Training began on 8/20/07. ETP approved one amendment during the term of the Agreement which extended the Agreement term by 12 months. Ms. Anguelova reported that all training was completed on 5/08/09 which allowed for the retention period to be completed within the term ending date of the Agreement.

### **INTERVIEW WITH THE CONTRACT REPRESENTATIVE: TATIANA ANGUELOVA**

Ms. Anguelova reported that balancing the needs of production and training was more difficult than anticipated when Cyvex's training plan was initially designed. To reduce production costs down in the current economic climate, Cyvex opted to keep inventory as lean as possible. As a result, whenever a production order came in, any scheduled training immediately stopped. Ms. Anguelova added that the company was also forced to increase its sales and marketing efforts three-fold in order to survive. These circumstances contributed to the company's decision to put ETP-funded training on the back burner. As a result, the number of class/lab training hours delivered on this project was far less than planned.

In spite of these challenges, Ms. Anguelova stated that the ETP training had been a positive experience and that without the assistance of ETP, Cyvex would not have been able to provide any formal, structured training. The advanced excel and power point training gave your sales staff the skills to "jazz up" sales presentations by creating and inserting charts, graphs, and tables into power point presentations. Your sales team also received advanced sales skills where they learned about telemarketing and social media marketing needed to increase the company's accounts. Lastly, the continuous improvement skills training in problem solving and teambuilding was important in making the company's newly hired personnel part of the Cyvex culture.

### **PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	8	<b>Completed Training:</b>	7
<b>Trainees Enrolled:</b>	8	<b>Completed Retention:</b>	6
<b>Dropped Following Enrollment:</b>	0	<b>In Retention Period:</b>	0
<b>No. Completed Minimum Reimbursable Hours :</b>	7		

The statistical data submitted by Cyvex project staff during this visit, as detailed above, was in agreement with ETP's Trainee Status Report as of the date of this report.

**DISCUSSION OF PROJECTED EARNINGS:**

Ms. Anguelova stated that the statistics on the class/lab tracking system were correct which showed that 6 trainees (55% of planned retentions) completed the specified range of class/lab hours (24-200) and retention period. Cyvex tracked 195 eligible hours on the ETP class/lab tracking system for the aforementioned 6 trainees. Therefore, Cyvex is eligible to earn \$5,070 (16 percent of the encumbered amount). As of the date of this report, the Fiscal Closeout Invoice had been issued and Cyvex had received \$5,070 in earned progress payments

**ATTENDANCE ROSTERS:**

<b>Attendance Rosters reviewed:</b>	<b>1/26/09-5/08/09</b>	<b>Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.</b>	<b>YES</b>
-------------------------------------	------------------------	--	------------

**INVOICES:**

<b>Documentation reviewed was consistent with information reported on Invoice</b>	<b>#2,3</b>	<b>Yes</b>
<b>Progress Payment</b>	<b>#2</b>	<b>Yes</b>
<b>Final Payment</b>		<b>Yes</b>

Ms. Godin assisted Ms. Anguelova in the submittal of Invoice #2 and #3 during the final monitoring visit. The contract analyst reviewed the requisite rosters and tracking information prior to submittal.

## **SUBAGREEMENTS:**

### ***Training Vendor Subcontracts:***

<b>Training vendors performing ETP training?</b>	<b>Yes</b>
<b>If yes, is all training vendor information on file for training vendors who have provided training?</b>	<b>Yes</b>
<b>Has all vendor information been entered in the on-line ETP 100D for all vendors who have provided training?</b>	<b>Yes</b>
<b>Vendor information reviewed during meeting:</b>	
<p><u>Sonic Training, Inc.</u>, Irvine, CA - \$250.00 for the delivery of computer skills class/lab training hours in advanced excel and power point presentations.</p> <p><u>Y &amp; M Partners, LLC.</u>, Beverly Hills, CA - \$279.00 for delivery of business skills class/lab training in social media marketing.</p> <p><u>Sales Rebound, LLC.</u>, Thousand Oaks, CA - \$2,000.00 for delivery of advanced sales &amp; telemarketing skills.</p> <p><u>Cal Poly Pomona</u>, Pomona, CA - \$250.00 for class/lab training in advanced product knowledge (nutrition science).</p> <p><u>Natural Product Association</u>, Santa Ana, CA - \$690.00 for class/lab training in Good Manufacturing Practices and Federal Drug Administration Standards (continuous improvement).</p>	

## **AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

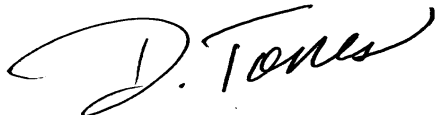
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres", written in a cursive style.

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in black ink, appearing to read "SMB", written in a cursive style.

Suzanne Godin, Contract Analyst  
San Diego Field Office

cc: Kulbir Mayall, Fiscal Manager  
Master File  
Project File